

SELECTION DOCUMENTATION

Title: Information Service Coach (1 POSITION)

LOCATION: Adelaide (CBD Location)

Closing Date: **8th June 2007**

Thank you for your interest in the position of the Information Service Coach. This documentation provides you with background information about the position, as well as the selection criteria and details of the selection process. If you have any further questions or require more information after reading this information, please contact Select Appointments on 8468 8000.

POSITION DETAILS

POSITION TITLE: Information Service Coach
POSITION NUMBER: New position
LOCATION: Adelaide
SALARY: \$49389 – \$53623

OTHER BENEFITS: Flex time, four weeks annual leave, maternity leave, personal leave, and long service leave after ten years service.

Salary will generally be payable at the minimum of the specified range. However, a higher commencing salary rate may be agreed having regard to the qualifications, knowledge, experience or ability of the successful applicants.

This position is offered as an ongoing engagement.

Conditions of employment include:

- Annual review of salary below the maximum of the range, with increases up to the maximum of the classification range, subject to a satisfactory performance assessment;
- Employment arrangements to assist in achieving an effective balance between work and personal life including:
 - o Flex time;
 - o Comprehensive sick leave, personal leave and paid maternity leave;
 - o Additional holidays between Christmas and New Year;
 - o Option to purchase additional annual leave;
 - o Access to part-time work where appropriate;
 - o Commitment to employee development; and

- Option to exchange up to 50% of cash salary for non-cash benefits in accordance with the appropriate salary packaging guidelines.

Successful candidates will undergo a security check. The successful applicants will also be required to declare any outside interests that could affect the performance of the position.

POSITION DESCRIPTION

The IS Coach, under direction of the IS Team Leader, is to lead motivate, develop and support a team of Information Service Officers. The coaching role will entail monitoring individual performance, providing feedback and support development on a regular and ongoing basis

To achieve this, the IS Coach will be expected to apply best practice principles and be proactive in generating continuous improvement ideas to enhance and maximise the performance of the IS Contact Centre team to meet and exceed Key Performance Indicators (KPI's).

The Information Service is a National Contact Centre, with a team roster to meet the national business needs and call volumes. Working hours are 150 hours over a four week period. To ensure the ongoing supervision of the ISO team, the Team Coach will work staggered shifts, agreed in conjunction with the IS Leadership Team to ensure the team is supervised on an ongoing basis between the hours of 6.50 am and 8.00 pm and Public Holidays when other branches are open for business.

The Team Coach does not primarily answer client calls, however they may be called upon to handle complex calls or follow up on client service training or quality issues.

We are committed to career development and learning opportunities. The Performance Feedback Scheme provides a framework for all staff to participate in their own learning and development.

POSITION SPECIFIC SELECTION CRITERIA

1. Strong training background with a dynamic approach to coaching in the classroom, small groups and in a one on one situation. Certificate IV in Training and Assessment is highly desirable or the equivalent of at least 2 years training experience in a contact Centre.
 2. Demonstrated ability to provide constructive feedback and support the ISO's to achieve their goals and develop a high performing customer service culture
 3. Proven analytical skills to identify training/skill gaps, develop and facilitate technical, induction, and all aspects of call coaching and quality assurance within the IS Contact Centre
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environment.

4. The IS Coach will work closely with the IS Team Leader and ensure the team and individual objectives are achieved by actioning training and development plans in accordance with agreed performance standards.

5. Excellent written and verbal communication, computer literacy is essential and a sound knowledge and understanding of business and/or a Contact Centre or the ability to easily acquire it, is highly desirable.

GENERIC SELECTION CRITERIA

6. Thinks strategically.

7. Achieves results.

8. Develops productive working relationships.

9. Demonstrates personal drive and integrity.

10. Communicates effectively.

About the selection Criteria

The selection criteria describe essential areas against which the selection committee will assess your application. Position specific selection criteria reflect the work related qualities specifically required for the advertised position. The five generic selection criteria are designed to help ensure that we select and develop people who have the ability to support our organisational values.

When writing your application, you should read each criterion in conjunction with the relevant job description. You should then develop a short statement against each selection criterion detailing your achievements as they relate to that criterion, and how you will use your knowledge, experience, abilities and personal qualities in the advertised position. Wherever possible you should provide relevant examples illustrating how you might have demonstrated the criterion. Examples can be drawn from your current position, previous positions, studies, or some other non-work related activity.

To assist you in addressing the five generic selection criteria, dot point descriptors against each criterion have been provided below. You should regard the dot points as a guide only - they provide a general indication of some of the skills and behaviours that might be demonstrated in meeting the particular

criterion. While your application should address each generic criterion as a whole, you are not expected to address each individual dot point.

Generic selection criteria

Thinks strategically:

- Contributes actively to strategic planning processes and the development of strategies, priorities, policies and guidelines relevant to own work area.
- Understands the importance of strategic client and stakeholder relationships.
- Is open to innovation and different perspectives; maximises the benefits of technological changes and contributes to the development of initiatives to improve quality and efficiency of services.
- Anticipates clients' needs, objectively thinks through problems and identifies solutions.
- Applies research, analytical and problem-solving skills, and demonstrates sound judgement in decision-making in relation to own work area.

Achieves Results:

- Contributes to defining, planning and scheduling workload and involves all relevant people, to achieve the best results.
- Achieves required performance measures and targets, while producing work of a high quality.
- Contributes to building a safe, healthy and productive working environment.
- Utilises resources to produce required outputs and responds flexibly to competing priorities and emerging requirements.
- Delegates effectively and participates in an environment where knowledge, abilities, experience are shared and utilised.
- Understands and responds flexibly to client and stakeholder requirements.
- Identifies and assesses employee development needs and contributes to the planned implementation of training programs to achieve best results.
- Participates actively in change initiatives.
- Utilises measurement systems for performance monitoring.

Develops Productive Working Relationships:

- With clients and stakeholders:
 - Is involved in the maintenance of effective relationships with relevant representatives and participates in work-related networks.
 - Works collaboratively to develop and implement initiatives to improve client service.
- With colleagues:

- Encourages a work environment where people work collaboratively in their work area, with other business lines and across the company.
- Values the individuality of others and utilises diversity of ideas and approaches and different abilities.
- Gives timely recognition for achievement and regular, honest and constructive feedback on performance; assists others in taking an active role in their own development.
- Deals with inappropriate workplace behaviour, and either confronts performance issues and takes action to deal with them in a constructive and timely manner, or seeks appropriate guidance.

Demonstrates Personal Drive and Integrity:

- Adheres to Values and Code of Conduct and reinforces it with others.
- Supports corporate decisions even though they may be contrary to own personal views.
- Is willing to confront issues and identify solutions.
- Continuously learns, looks for opportunities to enhance own skills and values advice from others.
- Takes personal responsibility for getting things done and remains positive and focused on objectives, even in difficult circumstances.

Communicates Effectively:

- Communicates clearly, concisely and unambiguously and listens to ensure that other people's views have been accurately understood.
- Clearly and succinctly presents relevant information when putting forward a case.
- Makes effective presentations and, on less complex matters, confidently represents the business with external people.
- Participates actively in meetings and contributes to group discussions.
- Prepares good quality written material.
- Keeps people up-to-date and fully informed of changes.

APPLICATION DETAILS

The application is the tool, which the Selection Committee will use to shortlist applicants, so your application should concisely present your claims to the position. This selection exercise will be based primarily on applications and referee reports.

Interviews may not be conducted & Telephone Interviews may be conducted in the first instance.

As a minimum your application should include:

- Personal details including daytime & after-hours contact telephone number(s) & an e-mail address if applicable
- A summary of your career history
- Details of qualifications, and formal and informal training relevant to the position
- A statement of claims against each selection criterion - detailing your achievements as they relate to that criterion, and how you will use your experience, abilities and personal qualities in the advertised position
- Contact details for at least two recent referees.

Your application must be submitted to rshakespear@selectappointments.com.au.